

## Program A: Administration/Support Services

Program Authorization: R.S. 36:642D(2); R.S. 36:650-651B; R.S. 17:3021 et seq; R.S. 56:797

### PROGRAM DESCRIPTION

The mission of the Administration/Support Services Program is to provide direction and administrative support services for the agency and all student financial aid program participants.

The goals of the Administration/Support Services Program are:

1. Effectively and efficiently administer programs and services.
2. Achieve and maintain high standards of customer services.
3. Maintain compliance and enforce statutes, regulations and directives.

The Administration/Support Services Program includes the following activities:

1. Executive Administration - Executes and enforces all decisions, orders, rules and regulations of the Louisiana Student Financial Assistance Commission (LASFAC) and the Student Tuition Assistance and Revenue Trust Authority (LATTa), and provides personnel management, legal services, policy and planning development, auditing services and technical assistance to the agency.
2. Fiscal and Administrative Services Division - Provides payroll, personnel, accounts receivable and payable, mail services, purchasing and receiving, property control, federal and state reporting, budget control and financial management.
3. Information Systems Division - Provides responsive technical support to agency divisions and the client base.
4. Public Information and Communications Division - Provides information dissemination, marketing, and internal and external program training.
5. School/Lender Services Section-Markets LOSFA programs and services to lenders and postsecondary schools and services their needs; being the primary contact for all postsecondary schools and lender needs and issues.

The Administration/Support Services program provides effective and efficient administration of federal and state authorized financial aid programs including scholarship, grant, tuition savings, and loan programs for students attending post secondary institutions.

GENERAL PERFORMANCE INFORMATION: LOAN VOLUME			
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Percentage of loan volume for state colleges and universities	Not available	Not available	41.7%
Total guaranteed loan volume by OSFA	Not available	Not available	\$208,567,872
Total state's student loan volume from state schools	Not available	Not available	\$500,076,700

### OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2000-2001. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2000-01. Specific information on program funding is presented in the financial sections that follow performance tables.

1. (KEY) To perform 100% of required audits and reviews to ensure compliance and enforcement of statutes, regulations, and directives.

Strategic Link: *This objective ties to OSFA Strategic Plan Objective IV.1 in the Administration and Support Services Program.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Number of audits completed <sup>1</sup>	Not applicable <sup>2</sup>	63	Not applicable <sup>2</sup>	129	129	129
S	Number of reviews completed <sup>3</sup>	Not applicable <sup>2</sup>	850	Not applicable <sup>2</sup>	1,052	1,185	1,185
S	Percentage of program participants found to be non-compliant	Not applicable <sup>2</sup>	83%	Not applicable <sup>2</sup>	85%	85%	85%
K	Number of repeat audit findings	Not applicable <sup>2</sup>	0	Not applicable <sup>2</sup>	0	0	0

<sup>1</sup> Audits are an examination of an institution's compliance. An audit program is prepared for each audit.

<sup>2</sup> New indicators added for FY 2000-2001 therefore the indicators have no year-end performance standard for FY 1998-1999 or an Act 10 performance standard for FY 1999-2000 .

<sup>3</sup> Reviews are performed for individual students or borrowers who are appealing their eligibility.

2. (SUPPORTING) To maintain an Administration/Support Services Program budget, and Scholarships/Grants Administrative budget of less than 4% of the agency's total annual budget.

Strategic Link: *This objective ties to OSFA Strategic Plan Objectives I.1 of both the Administration/Support Services program, and Scholarship/Grants Division Program.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
	<b>Administration/Support services program</b>						
S	Percentage of administrative costs to total agency budget	Not applicable <sup>1</sup>	3.6%	3.0%	3.0%	2.9%	3.2%
S	Administration/Support services program expenditures	Not applicable <sup>1</sup>	\$2,843,947	\$3,591,111	\$3,591,111	\$3,484,206	\$3,892,068
	<b>Scholarships and Grants</b>						
S	Administrative expenditures scholarships and grants program	Not applicable <sup>1</sup>	\$1,516,329	\$1,207,613	\$1,207,613	\$1,183,116	\$1,085,704
S	Percentage of administrative costs to awards funded	3.6% <sup>1</sup>	2.72%	1.3%	1.4%	1.3%	1.2%

<sup>1</sup> New indicators add for FY 1999-2000, therefore the indicator has no yearend standard for FY 1998-1999.

<sup>2</sup> Initial column reflects an August 15th adjustment which reduced the TOPS appropriation due to a revision in the projected number of students to earn and accept a TOPS award.

3. (SUPPORTING) To maintain an 85% answer rate on incoming Customer Services phone calls annually.

Strategic Link: *This objective ties to OSFA Strategic Plan Objective 11.1 in the Administration and Support Services Program.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Percentage of calls answered	62.3%	30.86%	85.0%	85.0%	84.6%	84.6%
S	Number of calls received	175,563	323,385	86,638	86,638	162,000	162,000

## RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$726,708	\$663,304	\$663,304	\$674,581	\$682,054	\$18,750
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	8,507	21,450	21,450	21,450	21,450	0
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	2,108,735	2,906,357	2,906,357	2,788,175	3,265,603	359,246
TOTAL MEANS OF FINANCING	<b>\$2,843,950</b>	<b>\$3,591,111</b>	<b>\$3,591,111</b>	<b>\$3,484,206</b>	<b>\$3,969,107</b>	<b>\$377,996</b>
EXPENDITURES & REQUEST:						
Salaries	\$1,646,966	\$2,128,480	\$1,954,935	\$2,049,339	\$2,332,722	\$377,787
Other Compensation	38,192	35,509	85,285	85,285	85,285	0
Related Benefits	252,869	357,338	379,921	393,129	443,301	63,380
Total Operating Expenses	402,709	557,722	645,708	626,877	619,990	(25,718)
Professional Services	5,345	11,628	11,628	11,861	11,628	0
Total Other Charges	248,519	307,330	320,530	316,515	326,431	5,901
Total Acq. & Major Repairs	249,350	193,104	193,104	1,200	149,750	(43,354)
TOTAL EXPENDITURES AND REQUEST	<b>\$2,843,950</b>	<b>\$3,591,111</b>	<b>\$3,591,111</b>	<b>\$3,484,206</b>	<b>\$3,969,107</b>	<b>\$377,996</b>
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	54	58	57	57	63	6
Unclassified	1	2	3	3	3	0
TOTAL	<b>55</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>66</b>	<b>6</b>

## SOURCE OF FUNDING

This program is funded with State General Fund, Fees and Self-generated Revenues, and Federal Funds. The Fees and Self-generated Revenues are derived from seminar registration fees used to defray administrative costs of conducting informational seminars for clients. The Federal Funds are from: (1) the Guaranteed Student Loan (GSL) program's administrative costs allowance, which authorizes payments to the guaranty agency for the purpose of administrative costs related to the Federal Family Education Loan Program (FFELP); (2) the collection cost allowance, which allows the agency to retain up to 27% of collections on defaulted student loans to be used for the administrative cost of collections, preclaims assistance, and monitoring the enrollment and repayment status of students; and (3) the guarantee fee, which provides for the collection of a single insurance premium equal to not more than 1% of the principal amount of the loan, to be used to cover costs incurred by the guaranty agency in the administration of its loan guarantee program.

# ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
<b>\$663,304</b>	<b>\$3,591,111</b>	<b>60</b>	<b>ACT 10 FISCAL YEAR 1999-2000</b>
			<b>BA-7 TRANSACTIONS:</b>
\$0	\$0	0	None
<b>\$663,304</b>	<b>\$3,591,111</b>	<b>60</b>	<b>EXISTING OPERATING BUDGET – December 3, 1999</b>
(\$54)	(\$61,001)	0	Risk Management Adjustment
\$0	(\$193,104)	0	Non-Recurring Acquisitions & Major Repairs
(\$1,597)	(\$1,597)	0	Legislative Auditor Fees
(\$113)	(\$2,461)	0	Rent in State-Owned Buildings
\$43	\$43	0	UPS Fees
\$23,713	\$131,734	0	Salary Base Adjustment
(\$11,055)	(\$11,055)	0	Attrition Adjustment
(\$5,566)	(\$5,566)	0	Salary Funding from Other Line Items
\$435	\$2,716	0	Civil Service Fees
\$0	\$355,792	4	Workload Adjustments - Increases in the TOPS program account for this workload adjustment.
\$12,944	\$22,172	0	Other Adjustments - An increase in salary funding for information technology and the Human Resources implementation accounts for this increase.
\$0	\$140,323	2	New And Expanded Adjustments - Two additional marketing positions to help the agency increase its market share in the student loan guarantee market accounts for this increase.
<b>\$682,054</b>	<b>\$3,969,107</b>	<b>66</b>	<b>TOTAL RECOMMENDED</b>
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS</b>
<b>\$682,054</b>	<b>\$3,969,107</b>	<b>66</b>	<b>BASE EXECUTIVE BUDGET FISCAL YEAR 2000-2001</b>
			<b>SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL:</b>
\$0	\$0	0	None
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL</b>

			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE</b>
<b>\$682,054</b>	<b>\$3,969,107</b>	<b>66</b>	<b>GRAND TOTAL RECOMMENDED</b>

The total means of financing for this program is recommended at 110.5 % of the existing operating budget. It represents 92.8% of the total request (\$4,277,723) for this program. Additional federal funds provided for workload adjustments are responsible for the increase in the program.

## PROFESSIONAL SERVICES

\$3,000 Out-of-state legal services  
\$5,000 Facilitator for strategic planning  
\$3,628 Guest speakers

**\$11,628 TOTAL PROFESSIONAL SERVICES**

## OTHER CHARGES

Admin/Support Services:  
\$26,243 Legislative Auditor (audit costs)  
**\$26,243 SUB-TOTAL OTHER CHARGES**

### Interagency Transfers:

\$246,458 Division of Administration - Rent in state-owed buildings  
\$3,700 Division of Administration - Uniform Payroll System  
\$2,390 Division of Administration - State Register  
\$3,663 Division of Administration - Comprehensive Public Training Program  
\$27,296 Louisiana Educational Television Authority - Training Videos  
\$7,231 Department of Civil Service - Civil Service Fees  
\$9,450 Workload Adjustment

**\$300,188 SUB-TOTAL INTERAGENCY TRANSFERS**

**\$326,431 TOTAL OTHER CHARGES**

## ACQUISITIONS AND MAJOR REPAIRS

\$149,750 Computer acquisitions

**\$149,750 TOTAL ACQUISITIONS AND MAJOR REPAIRS**